

**TITLE SHEET**

**RESALE TOLL SERVICES**

This tariff applies to the resold long distance interexchange telecommunications services furnished by PaeTec Communications, Inc. ("Carrier") between one or more points in the Commonwealth of Pennsylvania. This tariff is on file with the Pennsylvania Public Utility Commission, and copies may be inspected, during normal business hours, at Carrier's principal place of business, 4001 Rodney Parham Road, Little Rock, Arkansas 72212.

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Issued: December 27, 2019

Effective: February 1, 2020

Issued by: Senior Regulatory Counsel  
4001 Rodney Parham Rd.  
Little Rock, AR 72212

CHECK SHEET

The sheets of this tariff are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

SHEET                      REVISION                      SHEET                      REVISION

Title Sheet	9 <sup>th</sup> *	20	Original
1	14 <sup>th</sup> *	21	2 <sup>nd</sup>
1.1	6 <sup>th</sup> *	21.1	Original
2	1 <sup>st</sup>	22	1 <sup>st</sup>
3	1 <sup>st</sup>	23	1 <sup>st</sup>
4	Original	24	Original
5	Original	25	Original
6	Original	26	5 <sup>th</sup>
7	Original	27	1 <sup>st</sup>
8	Original	28	1 <sup>st</sup>
9	Original	28.1	Original
10	Original	29	4 <sup>th</sup> *
11	Original	30	Original
12	Original	31	Original
13	Original	32	Original
14	Original	33	9 <sup>th</sup> *
15	Original	34	1 <sup>st</sup>
16	Original	34.1	6 <sup>th</sup> *
17	Original	35	1 <sup>st</sup>
18	Original	36	1 <sup>st</sup>
19	Original	37	1 <sup>st</sup>
		38	Original
		39	2 <sup>nd</sup>

\* Corrects Revision Level

**SUPPLEMENT NO. 15 – TELEPHONE PA P.U.C NO. 1**

**LIST OF MODIFICATIONS**

**CHANGES:**

9 <sup>th</sup> Revised Title Sheet	Updates Supplement Number
14 <sup>th</sup> Revised Sheet No. 1	Updates Check Sheet
6 <sup>th</sup> Revised Sheet No. 1.1	Updates List of Modifications
4 <sup>th</sup> Revised Sheet No. 29	Increases Affinity Group 1 MRC
9 <sup>th</sup> Revised Sheet No. 33	Increases Commercial Switched Inbound MRC
6 <sup>th</sup> Revised Sheet No. 34.1	Increases Complex Routing MRC's

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Issued: February 27, 2002

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PaeTec Communications, Inc.  
One PaeTec Plaza, 600 Willowbrook Office Park (C)  
Fairport, New York 14450

SYMBOLS

The following are the only symbols used for the purposes indicated below:

- D - Decrease
- I - Increase (C)
- C - Change

TARIFF FORMAT

- A. Sheet Numbering - Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. Sheet Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the Commission. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Because of various suspension periods, deferrals, etc. the Commission follows in their tariff approval process, the most current sheet number on file with the Commission is not always the tariff page in effect.

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TARIFF FORMAT (Cont'd)

C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

- 2.
- 2.1.
- 2.1.1.
- 2.1.1.A.
- 2.1.1.A.1.
- 2.1.1.A.1.(a).
- 2.1.1.A.1.(a).I.
- 2.1.1.A.1.(a).I.(i).
- 2.1.1.A.1.(a).I.(i).(1).

D. Check Sheets - When a tariff filing is made with the Commission, an updated check sheet accompanies the tariff filing. The check sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on the check sheet if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some pages). The tariff user should refer to the latest check sheet to find out if a particular sheet is the most current on file with the Commission.

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**SECTION 1. TECHNICAL TERMS AND ABBREVIATIONS**

Access Line - An arrangement from a local exchange telephone company or other common carrier, using either dedicated or switched access, which connects a Subscriber's location to Carrier's location or switching center.

Authorization Code - A numerical code, one or more of which may be assigned to a Subscriber, to enable Carrier to identify the origin of service User so it may rate and bill the call. All authorization codes shall be the sole property of Carrier and no Subscriber shall have any property or other right or interest in the use of any particular authorization code. Automatic numbering identification (ANI) may be used as or in connection with the authorization code.

Automatic Numbering Identification (ANI) - A type of signaling provided by a local exchange telephone company which automatically identifies the local exchange line from which a call originates.

Calling Card - A postpaid or prepaid calling card issued by Carrier which allows Subscribers and/or Users to make telephone calls and charge the calls to a postpaid or prepaid account. Calls charged to a Carrier-issued postpaid Calling Card will appear on the Subscriber's regular monthly bill. Calls charged to a Carrier-issued prepaid Calling Card will be charged against the debit account.

Carrier or Company - Refers to PaeTec Communications, Inc.

Commission - Refers to the Pennsylvania Public Utility Commission.

Common Carrier - A company or entity providing telecommunications services to the public.

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**SECTION 1. TECHNICAL TERMS AND ABBREVIATIONS (Cont'd)**

Local Access and Transport Area (LATA) - The term "Local Access Transport Area" denotes a geographical area established by the U.S. District Court for the District of Columbia in Civil Action No. 82-0192, within which a local exchange company provides communications services.

Measured Charge - A charge assessed on a per minute basis in calculating a portion of the charges due for a completed interexchange call.

Responsible Organization (RespOrg) - The company or entity responsible for managing and administering the 800 Service Management System (SMS/800).

Subscriber/Customer - The person or legal entity which enters into arrangements for Carrier's telecommunications services and is responsible for payment of Carrier's services.

Telecommunications - The transmission of voice communications or, subject to the transmission capabilities of the service, the transmission of data, facsimile, signaling, metering, or other similar communications.

Term - The timeframe by which the Subscriber agrees to be served by the Carrier.

User - The person(s) utilizing Carrier's services.

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290 Woodcliff Drive  
Fairport, New York 14450



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**SECTION 2. RULES AND REGULATIONS****2.1 Application of Tariff**

- 2.1.1 This tariff contains the regulations and rates applicable to intrastate resale telecommunications services provided by Carrier for telecommunications between points within the Commonwealth of Pennsylvania. Carrier's services are furnished subject to the availability of facilities and subject to the terms and conditions of this tariff.
- 2.1.2 The rates and regulations contained in this tariff apply only to the services furnished by Carrier and do not apply, unless otherwise specified, to the lines, facilities, or services provided by a local exchange telephone company or other common carrier for use in accessing the services of Carrier.
- 2.1.3 The Subscriber is entitled to limit the use of Carrier's services by Users at the Subscriber's facilities, and may use other common carriers in addition to or in lieu of Carrier.
- 2.1.4 At the option of the Company, service may be offered on a contract basis to meet specialized requirements of the Customer not contemplated in this tariff as approved by the Pennsylvania Public Utility Commission. The terms of each contract shall be mutually agreed upon between the Customer and Company and may include discounts off of rates contained herein, waiver of recurring or nonrecurring charges, charges for specially designed and constructed services not contained in the Company's general service offerings, or other customized features. The terms of the contract may be based partially or completely on the term and volume commitment, type of originating or terminating access, mixture of services or other distinguishing features. Service shall be available to all similarly situated Customers for a fixed period of time following the initial offering for the first contract Customer as specific in each individual contract.

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**SECTION 2. RULES AND REGULATIONS (Cont'd)****2.2 Use of Services**

- 2.2.1 Carrier's services may be used for any lawful purpose consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of services.
- 2.2.2 The use of Carrier's services to make calls which might reasonably be expected to frighten, abuse, torment, or harass another or in such a way as to unreasonably interfere with use by others is prohibited.
- 2.2.3 The use of Carrier's services without payment for service or attempting to avoid payment for service by fraudulent means or devices, schemes, false or invalid numbers, or false calling or credit cards is prohibited.
- 2.2.4 Carrier's services are available for use twenty-four (24) hours per day, seven (7) days per week.
- 2.2.5 Carrier does not transmit messages pursuant to this tariff, but its services may be used for that purpose.
- 2.2.6 Carrier's services may be denied for nonpayment of charges or for other violations of this tariff.
- 2.2.7 Carrier's services may be denied for any use by Customer which is illegal, or poses an undue risk or liability to Carrier, or is obtained through fraud or wilful misrepresentation.

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**SECTION 2. RULES AND REGULATIONS (Cont'd)****2.3 Liability of Carrier**

- 2.3.1 Except as otherwise stated in this section, the liability of Carrier for damages arising out of either: (1) the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services, or (2) the failure to furnish its service, whether caused by acts or omission, shall be limited to the extension of allowances to the Customer for interruptions in service as set forth in Section 2.5.
- 2.3.2 Except for the extension of allowances to the Customer for interruptions in service as set forth in Section 2.5, Carrier shall not be liable to a Customer or third party for any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive damages, including, but not limited to, loss of revenue or profits, for any reason whatsoever, including, but not limited to, any act or omission, failure to perform, delay, interruption, failure to provide any service or any failure in or breakdown of facilities associated with the service.
- 2.3.3 The liability of Carrier for errors in billing that result in overpayment by the Customer shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.

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**SECTION 2. RULES AND REGULATIONS (Cont'd)****2.3 Liability of Carrier (Cont'd)**

2.3.4 Carrier shall not be liable for any claims for loss or damages involving:

- A. Any act or omission of: (1) the Customer, (2) any other entity furnishing service, equipment or facilities for use in conjunction with services or facilities provided by Carrier; or (3) common carriers or warehousemen;
- B. Any delay or failure of performance or equipment due to causes beyond Carrier's control, including but not limited to, acts of God, fires, floods, earthquakes, hurricanes, or other catastrophes; national emergencies, insurrections, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against Carrier; unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties; and any law, order, regulation or other action of any governing authority or agency thereof;
- C. Any unlawful or unauthorized use of Carrier's facilities and services;

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**SECTION 2. RULES AND REGULATIONS (Cont'd)****2.3 Liability of Carrier (Cont'd)**

- 2.3.4 D. Libel, slander, invasion of privacy or infringement of patents, trade secrets, or copyrights arising from or in connection with the transmission of communications by means of Carrier-provided facilities or services; or by means of the combination of Carrier-provided facilities or services with Customer-provided facilities or services;
- E. Breach in the privacy or security of communications transmitted over Carrier's facilities;
- F. Changes in any of the facilities, operations or procedures of Carrier that render any equipment, facilities or services provided by the Customer obsolete, or require modification or alteration of such equipment, facilities or services, or otherwise affect their use or performance, except where reasonable notice is required by Carrier and is not provided to the Customer, in which event Carrier's liability is limited as set forth in subsection 2.3.1 of this Section 2.3.
- G. Defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof;

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**SECTION 2. RULES AND REGULATIONS (Cont'd)****2.3 Liability of Carrier (Cont'd)**

- 2.3.4 H. Injury to property or injury or death to persons, including claims for payments made under Workers' Compensation law or under any plan for employee disability or death benefits, arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected, or to be connected to Carrier's facilities;
- I. Any intentional, wrongful act of a Carrier employee when such act is not within the scope of the employee's responsibilities for Carrier and/or is not authorized by Carrier;
- J. Any representations made by Carrier employees that do not comport, or that are inconsistent, with the provisions of this tariff;
- K. Any act or omission in connection with the provision of 911, E911, or similar services involving emergencies;
- L. Any noncompletion of calls due to network busy conditions;
- M. Any calls not actually attempted to be completed during any period that service is unavailable.

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**SECTION 2. RULES AND REGULATIONS (Cont'd)****2.3 Liability of Carrier (Cont'd)**

2.3.5 Carrier shall be indemnified, defended and held harmless by the Customer or end user from and against any and all claims, loss, demands, suits, expense, or other action or any liability whatsoever, including attorney fees, whether suffered, made, instituted, or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any Carrier or Customer equipment or facilities or service provided by Carrier.

2.3.6 Carrier does not guarantee nor make any warranty with respect to installations Provided by it for use in an explosive atmosphere. Carrier shall be indemnified, defended and held harmless by the Customer from and against any and all claims, loss, demands, suits, or other action, or any liability whatsoever, including attorney fees, whether suffered, made, instituted or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any equipment or facilities or the service.

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**SECTION 2. RULES AND REGULATIONS (Cont'd)****2.3 Liability of Carrier (Cont'd)**

- 2.3.7 Carrier assumes no responsibility for the availability or performance of any cable or satellite systems or related facilities under the control of other entities, or for other facilities provided by other entities used for service to the Customer, even if Carrier has acted as the Customer's agent in arranging for such facilities or services. Such facilities are provided subject to such degree of protection or nonpreemptibility as may be provided by the other entities.
- 2.3.8 Any claim of whatever nature against Carrier shall be deemed conclusively to have been waived unless presented in writing to Carrier within thirty (30) days after the date of the occurrence that gave rise to the claim.
- 2.3.9 CARRIER MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.

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SECTION 2. RULES AND REGULATIONS (Cont'd)2.4 Responsibilities of the Subscriber

- 2.4.1 The Subscriber is responsible for placing any necessary orders; for complying with tariff regulations; for the placement of any stickers or tent cards provided by Carrier or as required by law; and for assuring that Users comply with tariff regulations. The Subscriber shall ensure compliance with any applicable laws, regulations, orders or other requirements (as they exist from time to time) of any governmental entity relating to services provided or made available by the Subscriber to Users. The Subscriber is also responsible for the payment of charges for calls originated at the Subscriber's numbers which are not collect, third party, calling card, or credit card calls.
- 2.4.2 The Subscriber is responsible for charges incurred for special construction and/or special facilities which the Subscriber requests and which are ordered by Carrier on the Subscriber's behalf.
- 2.4.3 If required for the provision of Carrier's services, the Subscriber must provide any equipment space, supporting structure, conduit and electrical power without charge to Carrier.

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**SECTION 2. RULES AND REGULATIONS (Cont'd)****2.4 Responsibilities of the Subscriber (Cont'd)**

2.4.4 The Subscriber is responsible for arranging access to its premises at times mutually agreeable to Carrier and the Subscriber when required by Carrier personnel to install, repair, maintain, program, inspect or remove equipment with the provision of Carrier's services.

2.4.5 The Subscriber shall ensure that the equipment and/or system is properly interfaced with Carrier facilities or services, that the signals emitted into Carrier's network are of the proper mode, bandwidth, power, and signal level for the intended use of the Subscriber and in compliance with the criteria set forth in this tariff, and that the signals do not damage equipment, injure personnel, or degrade service to other Subscribers. If the Federal Communications Commission or some other appropriate certifying body certifies terminal equipment as being technically acceptable for direct electrical connection with interstate communications service, Carrier will permit such equipment to be connected with its channels without use of protective interface devices.

If the Subscriber fails to maintain the equipment and/or the system properly, with resulting imminent harm to Carrier equipment, personnel, or the quality of service to other Subscribers, Carrier may, upon written notice, require the use of protective equipment at the Subscriber's expense. If this fails to produce satisfactory quality and safety, Carrier may, upon written notice, terminate the Subscriber's service.

SECTION 2. RULES AND REGULATIONS (Cont'd)2.4 Responsibilities of the Subscriber (Cont'd)

- 2.4.6 The Subscriber must pay Carrier for replacement or repair of damage to the equipment or facilities of Carrier caused by negligence or willful act of the Subscriber, Users, or others, by improper use of the services, or by use of equipment provided by the Subscriber, Users, or others.
- 2.4.7 The Subscriber must pay for the loss through theft of any Carrier equipment installed at Subscriber's premises.
- 2.4.8 The Subscriber is responsible for payment of the charges set forth in this tariff.
- 2.4.9 The Subscriber is responsible for compliance with the applicable regulations set forth in this tariff.
- 2.4.10 The Subscriber shall indemnify and save Carrier harmless from all liability disclaimed by Carrier as specified in Section 2.3 above, arising in connection with the provision of service by Carrier, and shall protect and defend Carrier from any suits or claims against Carrier and shall pay all expenses and satisfy all judgments rendered against Carrier in connection herewith. Carrier shall notify the Subscriber of any suit or claim against Carrier of which it is aware.

SECTION 2. RULES AND REGULATIONS (Cont'd)2.5 Cancellation or Interruption of Services

## 2.5.1 General

- A. A service is interrupted when it becomes unusable to the Customer, *e.g.*, the Customer is unable to transmit or receive, because of a failure of a component furnished by Carrier under this tariff.
- B. An interruption period begins when the Customer reports a service, facility or circuit to be inoperative and releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative.
- C. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service, facility or circuit considered by Carrier to be impaired.

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**SECTION 2. RULES AND REGULATIONS (Cont'd)****2.5 Cancellation or Interruption of Services (Cont'd)****2.5.2 Limitations on Allowances**

No credit allowance will be made for any interruption of service:

- A. due to the negligence of, or noncompliance with the provisions of this Tariff by, any person or entity other than Carrier, including but not limited to the Customer or other common carriers connected to the service of Carrier;
- B. due to the failure of power, equipment, systems, or services not provided by Carrier;
- C. due to circumstances or causes beyond the control of Carrier;
- D. during any period in which Carrier is not given full and free access to its facilities and equipment for the purposes of investigating and correcting interruptions;
- E. during any period in which the Customer continues to use the service on an impaired basis;

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**SECTION 2. RULES AND REGULATIONS (Cont'd)****2.5 Cancellation or Interruption of Services (Cont'd)****2.5.2 Limitations on Allowances (Cont'd)**

- F. during any period when the Customer has released service to Carrier for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- G. that occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and
- H. that was not reported to Carrier within thirty (30) days of the date that service was affected.

**2.5.3 Application of Credits for Interruptions of Service**

Credits for interruptions of service, for which charges are specified on the basis of per minute of use, or on the usage of a fraction of a minute, shall in no event exceed an amount equal to the initial period charge provided for under this tariff.

**2.6 Discontinuance of Service for Cause**

2.6.1 Without incurring liability, the Company may discontinue the provision of service to a Customer or to a particular Customer location, or may withhold the provision of ordered or contracted services:

- A. For nonpayment of any sum due to the Company for more than thirty (30) days after issuance of the bill for the amount due;
- B. For violation of any of the provisions of this tariff;
- C. For violation of any law, rule, regulation or policy of any governing authority having jurisdiction over the Company's services; or



SECTION 2. RULES AND REGULATIONS (Cont'd)

2.7 Billing Arrangements (Cont'd.)

2.7.3 Carrier may impose a late payment charge not to exceed 1.5% per month for business customers and 1.25% per month for residential customers on any bill not paid by the due date listed on the invoice, which charge may only be assessed on outstanding balance. The Subscriber shall be responsible for all costs, incurred in the collection of unpaid charge or in any other action to enforce payments and/or obligations arising under this tariff. A charge of up to twenty dollars (\$20.00) may be imposed for returned checks.

A Collection Fee in addition to the Late Payment Charge of one and one half percent (1.5%) of the unpaid balance will be applied to the accounts of business subscribers with any unpaid balance when the previous month's bill has not been paid in full prior to the next billing date.

<u>Unpaid Balance</u>	<u>Collection Fee</u>
\$0 - \$50	\$10.00
\$50.01 - \$150	\$12.50
\$150.01 - \$350	\$15.00
\$350.01 - \$500	\$20.00
\$500.01 - \$1000	\$25.00
\$1000.01 - \$3000	\$30.00
\$3000.01 - \$5000	\$40.00
Over \$5000	\$55.00

2.7.4 Convenience Fee

In the event a business Customer makes a one-time or recurring payment using a credit card, a Convenience Fee Charge may apply. Any payments for a deposit or advance payment to establish new service are excluded from the Convenience Fee Charge. This charge does not apply to residential Customers or to business Customers that make payment using their financial institution's bill payment service, Customers with negotiated contracts that do not allow the assessment of this fee, or Customers without a computer. This fee will be assessed at the point of payment and will not appear on the Customer's invoice.

2.8 Minimum Use Contracts

2.8.1 The Company may offer services which require a minimum use guarantee ("MUG") wherein the Subscriber agrees, in writing, to pay the minimum amount per period agreed to upon commencement of service. Subscribers falling below their MUG will be billed for the minimum amount due per period pursuant to the MUG agreement.



SECTION 2. RULES AND REGULATIONS (Cont'd)

2.8 Minimum Use Contracts (Cont'd)

2.8.2 Should the Subscriber choose to terminate their contract prior to expiration of the term agreed to in the MUG agreement, the Subscriber will be liable for the minimum usage requirements contained in the contract multiplied by the number of months remaining in the term, unless Subscriber converts to another Company service with equal or greater term and minimum usage commitments. If no minimum usage requirements are specified in the contract, upon any early termination of Subscriber's contract, Subscriber will be liable for their monthly average usage (calculated over the last three full months immediately preceding the date of termination) multiplied by the number of months remaining in the term.

2.8.3 The initial contract period for service under this section is one month. Subsequent contract periods shall be for additional one-month periods unless otherwise specified.

2.9 Validation of Credit

Carrier reserves the right to validate the credit worthiness of Subscribers or Users.

2.10 Contested Charges

All bills are presumed accurate, and shall be absolutely binding on the Subscriber unless written objection is received by Carrier within thirty (30) days after such bills are rendered. In the case of a billing dispute between the Subscriber and Carrier for service furnished to the Subscriber, which cannot be settled with mutual satisfaction, the Subscriber can take the following course of action within thirty (30) days of the billing date:

(C)

2.10.1 First, the Subscriber may request, and Carrier will provide, an in-depth review of the disputed amount. (The undisputed portion and subsequent bills must be paid on a timely basis or the service may be subject to disconnect.)

SECTION 2. RULES AND REGULATIONS (Cont'd)

2.10 Contested Charges (Cont'd)

2.10.2 Second, if there is still a disagreement about the disputed amount after the investigation and review by a manager of Carrier, the Subscriber may file an appropriate complaint with the Pennsylvania Public Utility Commission. The Commission's address is:

Pennsylvania Public Utility Commission  
Post Office Box 3265  
North Office Building  
Harrisburg, Pennsylvania 17105-3265

or

Pennsylvania Public Utility Commission  
North Office Building, B-20  
North Street and Commonwealth Avenue  
Harrisburg, Pennsylvania 17120  
(717) 783-1740

2.10.3 Billing inquiries may be directed to the Carrier at its toll free number: 877-4-PAETEC (877-472-3832).

2.10.4 If dispute fails to be resolved and Carrier initiates legal proceedings to collect any amount due hereunder, and Carrier substantially prevails in such proceedings, then Subscriber shall pay the reasonable attorneys' fees and costs incurred by Carrier in prosecuting such proceedings and any appeals therefrom.

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(C)

2.11 Billing Entity Conditions

When billing functions on behalf of Carrier are performed by local exchange telephone companies, or others, the payment conditions and regulations of such companies apply, including any applicable interest and/or late payment charge conditions.

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**SECTION 2. RULES AND REGULATIONS (Cont'd)****2.12 Deposits**

The Company does not normally require deposits. However the Company reserves the right to collect an amount not to exceed two (2) months estimated charges as a deposit from Customers whose credit history is unacceptable or unknown to the Company. Deposits, if collected, will be collected and maintained in accordance with Commission rules. Deposits will be returned to the Customer after twelve consecutive months of non-delinquent payments.

Interest paid on deposits will be based on One-Year U.S. Treasury bills for the months of September, October and November of the previous year.

**2.13 Telephone Surcharges/Taxes/Contributions**

In addition to the rates and charges applicable according to the rules and regulations of this tariff, various surcharges and taxes may apply to charges incurred by and billed to the customer on the monthly billing statement. The Customer is responsible for payment of any fees (including franchise and right-of-way fees), charges, surcharges, contributions and taxes (however designated) (including without limitation universal service contributions, telephone relay service contributions, sales, use, gross receipts, excise, access or other taxes but excluding taxes on the Company's net income) imposed by any local, state, or federal government on or based upon the provision, sale or use of the Company's services. Fees, charges, and taxes imposed by a city, county, or other political subdivision will be collected only from those Customers receiving service within the boundaries of that subdivision.

**2.14 Minimum Call Completion Rate**

Carrier will ensure an industry standard blocking rate no greater than P.01.

**2.15 Promotions**

Carrier may from time to time offer promotional services.

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PaeTec Communications, Inc.  
290 Woodcliff Drive  
Fairport, New York 14450

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**SECTION 3 - DESCRIPTION OF SERVICES****3.1 General**

Carrier provides resold interexchange telecommunications services, including direct-dialed message telecommunications services and 800/888/877 service. Calls are rated based on the duration of the call. Services are available twenty-four (24) hours a day, seven days a week. Carrier does not charge for service on a mileage basis.

**3.2 Charges Based on Duration of Use**

Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- 3.2.1 Calls are measured in durational increments identified for each service. All calls which are fractions of a measurement increment are rounded up to the next whole unit.
- 3.2.2 Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s).
- 3.2.3 Timing terminates on all calls when the calling party hangs up or the Company's network receives an on-hook signal from the terminating carrier.
- 3.2.4 Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.
- 3.2.5 All times refer to local times.
- 3.2.6 Rates are not distance sensitive. As such, unless otherwise indicated, mileage bands are not applicable to the services offered.
- 3.2.7 Unless otherwise indicated, rates do not vary depending upon day or the time of day (Day, Evening, and Night/Weekend).

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SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)

3.2 Charges Based on Duration of Use

3.2.8 Each call is rated and billed in whole cents according to the following conventions:

Calls made using any service by the carrier are rounded up to the next cent at the termination of the call. (C) (I)

Exceptions. Special rounding arrangements may be made through contractual arrangements. (C)

3.3 Product Descriptions

3.3.1 Commercial Switched Outbound (1+)

Switched outbound services provide direct dialed (1+) long distance services to commercial Subscribers. Subscribers may also access Carrier's services by dialing "1010December 27, 2019." Subscribers access Carrier's services through switched access origination.

3.3.1.A. Commercial Switched Outbound (Non-RBOC) (1+)

These rates apply for customers originating calls from areas or territories where the local exchange carrier providing local exchange service to those customers is a carrier other than a Regional Bell Operating Company.

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PaeTec Communications, Inc.  
One PaeTec Plaza, 600 Willow Brook Office Park  
Fairport, New York 14450

(C)

SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)

3.3 Product Descriptions (Cont'd)

3.3.2 Commercial Switched 800/888/877 Inbound

Switched 800/888/877 provides an inbound toll-free calling service to commercial Subscribers. The Subscriber is billed for each toll-free call, rather than the call originator. Calls terminate to the Subscriber via switched access lines. Customer may be billed a monthly recurring charge. (C)

3.3.3 Commercial Dedicated Outbound (1+)

Dedicated outbound services provide direct dialed (1+) long distance services to commercial Subscribers. Subscribers may also access Carrier's services by dialing "1010December 27, 2019." Subscribers access Carrier's services through dedicated access origination. Subscriber shall supply all necessary facilities.

3.3.4 Commercial Dedicated 800/888/877 Inbound

Dedicated 800/888/877 provides an inbound toll-free calling service to commercial Subscribers. Subscriber is billed for each toll-free call, rather than the call originator. Calls terminate to Subscriber via dedicated access lines. Subscriber shall supply all necessary facilities.

3.3.5 Residential Switched Outbound (1+)

Switched outbound services provide direct dialed (1+) long distance services to residential subscribers. Subscribers may also access Carrier's services by dialing "1010December 27, 2019." Subscribers access Carrier's services through switched access origination.

SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)

3.3 Product Descriptions (Cont'd)

3.3.6 Residential Switched 800/888/877 Inbound

Switched 800/888/877 provides an inbound toll-free calling service to residential Subscribers. Subscriber is billed for each toll-free call, rather than the call originator. Calls terminate to Subscriber via dedicated access lines. Customer may be billed a monthly recurring charge. (C)

3.3.7 800/888/877 Travel Card

800/888/877 Travel Card Service provides customers the opportunity to make calls while away from their home or office. Subscribers may access Carrier's services through an 800/888/877 number provided by Carrier.

3.3.8 Directory Assistance

Subscribers may request directory assistance from Carrier.

3.3.9 800/888/877 Inbound with PIN

800/888/877 Inbound with PIN provides customers the opportunity to phone a pre-designated number using a Company 800/88/877 with a four-digit PIN assigned by the Company. Calls are billed in full minute increments with a one minute minimum.

3.3.10 Complex Routing

A variety of routing options are available to subscribers. (C)

Geographic Blocking provides the end user with the ability to block toll-free calls from specific area codes. (C)

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SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)

3.3 Product Descriptions (Cont'd)

3.3.9 Complex Routing (Cont'd)

800 Geographic Routing provides the end user with the ability to route calls to a predetermined location based on originating area code.

800 Number Screening provides the ability to route calls to a predetermined location based on originating NPA or NPA/NXX, LATA or ANI.

8XX Blocking provides the ability to allow or disallow based on info digits.

Percent Call Allocation provides end users the ability to route calls to multiple call centers based on a predetermined percentage of calls received.

Time-of-Day Routing provides end users the ability to route calls to a predetermined location based on the time of day the call originates.

Toll-Free Account Codes allows the subscriber to process the toll-free call by entering a specific or valid account code.

3.3.11 DID DNIS

DID DNIS allows for the Subscriber to translate DID numbers to a customer specified digit translation.

3.3.12 Verified Account Codes

A specific or valid account code must be entered in order for the call to be processed. Account codes are available from two through fifteen digits in length for both Switched and Dedicated access.

\*\* All information on this page is new.

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SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)

3.4 Affinity Rate Programs

This service is offered, where available, to commercial customers that meet the following set of criteria:

The Company may enter into master account agreements with firms, organizations or groups to provide service to their members who establish subaccounts. The Company will aggregate the usage of all subaccounts for purposes of applying usage charges and/or minimums. As long as said member remains affiliated with such firm, organization or group, members continue to receive rates listed below. Each member is subject to all rules and regulations set forth in this tariff. If the firm, organization, or group fails to meet the terms of the master account agreement after three months, the arrangement ends. Members will continue to receive these rates for an additional six months after which the group will revert to the appropriate Company business service.

3.4.1 Affinity Group 1

The firm, organization or group must commit to a minimum term of service of two (2) years. All calls will be billed using a one minute minimum with one minute increments. Rates shown are per-minute rates. Members may choose either option.

<u>Service</u>	<u>Rate</u>
1+ Switched	\$0.099
800/888/877 Inbound	\$0.099
Calling Card	\$0.20
Monthly Service Fee	\$4.88 (I)

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**SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)****3.5 Prepaid Card Service**

PaeTec Prepaid Card Service provides voice grade communications services for calls charged to a PaeTec Prepaid Card. Interstate service is accessed using the 800/888/877 number printed on the card.

3.5.1. Availability: PaeTec Prepaid Card Service is available twenty-four hours a day, seven days a week. The number of available PaeTec prepaid cards is subject to technical limitations. Such cards will be offered to customers on a first come, first served basis.

3.5.2. Regulations:

- A. PaeTec Prepaid Card Service is accessed using the 800/888/877 number printed on the card.
- B. All calls must be charged against a PaeTec Prepaid Card that has a sufficient available balance. After dialing the desired number, the Customer will be notified of the available minutes based on the terminating location of the call.
- C. Customer's call will be interrupted with an announcement when the available balance is about to be depleted. Such announcement will occur one minute before the balance will be depleted, based on the terminating location of the call.
- D. Calls in progress will be terminated by the Company if the balance on the prepaid card is insufficient to continue the call.
- E. No refund or credit will be provided for any unused balance associated with a PIN.

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**SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)****3.5 Prepaid Card Service (Cont'd)**

- F. The following types of calls may not be completed with the PaeTec Prepaid Card service:

Calls to 500 numbers  
Calls to 700 numbers  
Calls to 900 numbers  
All Operator Service calls  
Air-to-ground calls

**3.5.3. Rates and Charges**

- A. PaeTec Prepaid Cards will be made available in denominations of Five, Ten and Twenty Dollars. These prices are inclusive of all taxes.
- B. Cards will be decremented one unit for each minute of use. If a card is not completely decremented with its initial usage, a one-time charge of \$0.59 will be deducted from the balance of the card.
- C. Calls completed using a PaeTec Prepaid Card are billed using a one minute minimum and one minute increments. A per-call surcharge will be added to each call.

Per-Minute Rate:	\$ 0.160
800/888/877 Calls:	\$ 0.100
Per Call Surcharge:	\$ 0.350

**3.5.4. Promotional Prepaid Card**

PaeTec may, from time to time, offer PaeTec Prepaid Cards at a lower rate to induce the Customer to enroll in one or more PaeTec's other service offerings. Calls using the promotional PaeTec Prepaid Card are billed using a one minute minimum with one minute increments. There will be a per-call surcharge added to each call.

Per-Minute Rate:	\$ 0.270
800/888/877 Calls:	\$ 0.150
Per Call Surcharge:	\$ 0.350

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**SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)****3.5.5. Use of PaeTec Prepaid Card Services**

A. The PaeTec Prepaid Card, as printed and distributed by PaeTec, shall not be modified or altered in any manner. The Customer shall not indicate or suggest to any other party, including the Customer's own subscribers, if any, that any business relationship exists between the Customer, its agents, distributors, or subscribers and PaeTec, except that the Customer may inform its subscribers that calls placed using the PaeTec Prepaid Card account number will be carried over PaeTec facilities. The Customer shall not use PaeTec's Prepaid Card without PaeTec's prior express written permission. The Customer is granted no rights whatsoever in the tradenames or insignia (Marks) of PaeTec Prepaid Card Services, its corporate parent or corporate affiliates (Mark Holders). The Customer will not do business under any such Marks and acknowledges ownership and validity of the Marks by the Mark Holders and shall not assert any rights in the Marks and shall not bring or maintain any action or proceeding for invalidity of the Marks. The Customer will not sell or offer to sell the PaeTec Prepaid Card, or PaeTec Prepaid account numbers to persons residing outside the United States. The Customer acknowledges that any misuse of the Marks or any failure to abide by these terms shall cause PaeTec irreparable harm which may not be fully remedied by a damage award and PaeTec shall be entitled to seek, among other things, preliminary injunctive relief. Customers who desire to produce their own version of a card used to charge PaeTec Prepaid Card Services shall be required to sign a prepaid card bulk issuance agreement.

**B. Expiration**

PaeTec Prepaid Calling Cards will expire twelve (12) months from date of PIN activation.

**C. Liability**

PaeTec is not responsible for theft, loss or unauthorized use of the Prepaid Calling Card or PIN associated with such card after PIN has been provided to the Customer.

**SECTION 4 - RATE SCHEDULE**

Unless otherwise specified, the following rates are per minute of use as timed by Carrier in seconds.

**4.1 Commercial Switched Outbound (1+)**

Billing Minimum: Six Seconds  
Billing Increments: Six Seconds

Intrastate Rate: \$ 0.069  
IntraLATA Rate: \$ 0.059

**4.1A Commercial Switched Outbound (Non-RBOC) (1+)**

Billing Minimum: Six Seconds  
Billing Increments: Six Seconds

Intrastate Rate: \$ 0.028  
IntraLATA Rate: \$ 0.028

**4.2 Commercial Switched Inbound**

Billing Minimum: Thirty Seconds  
Billing Increments: Six Seconds

Intrastate Rate: \$ 0.069  
IntraLATA Rate: \$ 0.069  
MRC: \$ 8.80 (I)

**4.3 Commercial Dedicated Outbound**

Billing Minimum: Six Seconds  
Billing Increments: Six Seconds

Intrastate Rate: \$ 0.049  
IntraLATA Rate: \$ 0.045

**4.4 Commercial Dedicated 800/888/877 Inbound**

Billing Minimum: Thirty Seconds  
Billing Increments: Six Seconds

Intrastate Rate: \$ 0.049  
IntraLATA Rate: \$ 0.049

SECTION 4 - RATE SCHEDULE (Cont'd)

4.5 Residential Switched Outbound (1+)

Billing Minimum: One Minute  
Billing Increments: One Minute

Intrastate Rate: \$ 0.069 (D)  
IntraLATA Rate: \$ 0.059 (D)

4.6 Residential Switched 800/888/877 Inbound

Billing Minimum: One Minute  
Billing Increments: One Minute

Rate: \$ 0.069 (D)  
MRC: \$ 2.95 (C)

4.6.A. Residential Switched Outbound (Non-RBOC) (1+)

Billing Minimum: Six Seconds  
Billing Increments: Six Seconds

Intrastate Rate: \$ 0.028 (D)  
IntraLATA Rate: \$ 0.028 (D)

4.7 800/888/877 Travel Card Service

Commercial Billing

Billing Minimum: Thirty Seconds  
Billing Increment: Six Seconds

Rate: \$ 0.15 (D)

Residential Billing

Billing Minimum: One Minute  
Billing Increment: One Minute

Rate: \$ 0.20 (D)

SECTION 4 - RATE SCHEDULE (Cont'd)

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4.8 Directory Assistance

Residential Switched 1+:	\$ 1.99 per request
Residential Travel Card	\$ 1.99 per request
Dedicated Access Rate:	\$ 1.99 per request
Commercial Switched 1+:	\$ 1.99 per request
Commercial Travel Card Rate:	\$ 1.99

4.9 800/888/877 Inbound with PIN

Rate: \$ 0.142

4.10 Complex Routing

<u>Option</u>	<u>Rates</u>	
	<u>Nonrecurring</u>	<u>Recurring</u>
Geographic Blocking	\$95.00	\$53.09 (I)
800 Geographic Routing	\$95.00	\$53.09 (I)
800 Number Screening	\$95.00	\$53.09 (I)
Percent Call Allocation	\$95.00	\$53.09 (I)
Time of Day Routing	\$95.00	\$53.09 (I)
Toll-Free Account Codes	\$95.00	\$53.09 (I)
Routing Change Charge	15.00	
4.11 DID DNIS	\$95.00	
4.12 Verified Account Codes	\$15.00	\$26.66 (I)

SECTION 4 - RATE SCHEDULE (Cont'd)

4.9 Reserved for future use

(C)

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SECTION 4 - RATE SCHEDULE (Cont'd)

4.9 Reserved for future use (C)

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SECTION 4 - RATE SCHEDULE (Cont'd)4.10 Public Pay Telephone Surcharge

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan, effective October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all intrastate, interstate, and international calls that originate from any domestic pay telephone used to access Company services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company service and is unrelated to the Company service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and other interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (i.e., using the # symbol).

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Per Call Charge:                      \$ 3.00 (I)

Section 5 - INTRASTATE OPERATOR SERVICES

5.1 General

Intrastate calls may be completed or billed with live assistance by the Company's operator center. Calls may be billed collect to the called party, to an authorized 3<sup>rd</sup> party number, calling card, and person-to-person. Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service.

A. Collect Calls

The term "Collect Call" denotes a billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called station. A collect call may be billed to a Calling card or third party number. In the case of a collect call to a pay telephone, the charges must be billed to a Calling Card or third party number, or the call may be reoriginated from the called station.

B. Third Number Billing

This option allows a call to be billed to a telephone number identified with a station other than the calling or called one. Charges to be billed to a third number are subject to verification by the Company that they will be accepted by the third number, prior to the completion of the call. Other efforts may be undertaken subsequently by the Company, as necessary, to determine responsibility for payment of such calls.

C. Person-to-Person Calls

An operator will complete the call and billing arrangements. The call may be billed to the originating telephone number, calling card, collect, or to a third number.

D. Sent Paid Calls

Sent Paid Service is a service where the person originates the call from a Company controlled Coin Line telephone, dials "1" plus the called number, and pays for the call by depositing the coins in the coin telephone.

\*\*All information on this page is new.

Section 5 - INTRASTATE OPERATOR SERVICES (Cont'd)

5.1 General

A. Calling Card Service

Calls Card service is a service where the person originating the call dials "0" plus the called number and charges the call to an authorized Company Calling Card Number.

B. Intrastate Call Completion

The Company offers live operator call completion service for collect, third number billing, and person-to-person services. The Company will perform all operator functions of these calls.

5.2 Intrastate Operator Service Rates

All operator assisted calls are subject to operator surcharges. These charges apply on a per call basis. Operator surcharges are the same for all Rate Periods. The Operator Dialing (0-) Surcharge applies, in addition to other applicable surcharges, when the User requests that the operator dial the destination telephone number.

Additional Charges

Calling Card – Customer Dialed	\$5.59	(C)
Calling Card – Operator Must Dial	\$6.16	
Calling Card – Operator Dialed	\$6.16	
Collect Call	\$6.50 (I)	
Third Party	\$11.19	
Person-to-Person	\$11.19	
Sent Paid Non Coin/Station-to-Station	\$11.19	
Busy Line Verification	\$9.99	
Busy Line Verification Interrupt	\$9.99	
General Assistance	\$1.99	
Operator Dialed Surcharge	\$2.15 (I)	(C)

There is a 3-minute minimum billing for Operator Services calls made from payphones. (C)

Intrastate Usage Rate:

Daytime Measured Rate	\$0.89 per minute	
Evening/Night/Weekend Measured Rate	\$0.89 per minute	(C)